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4. The IPNT call center of claim 3 wherein a data server processor is connected to the LAN, the data server processor running an instance of a database comprising data associated with customers.

5. ~~The IPNT call center of claim 1 wherein the WAN is the Internet.~~

6. An Internet Protocol Network Telephony (IPNT) call-routing system,
comprising:

an initial call-processing system adapted for receiving IPNT calls
from customers over a wide area network (WAN), and including a first
processor adapted for routing incoming IPNT calls to selected destinations;
and

a call center remote from the call-processing system, the call center
comprising a second processor coupled to a plurality of computer platforms
at operator workstations and adapted to route IPNT calls to individual ones
of the computer platforms, and also connected to WAN;

wherein the second processor is adapted to monitor transactional
activity of the call center, to process the activity information according to
selected routines, and to communicate the processed activity information to
the first processor over the WAN, and wherein the first processor uses the
processed activity information to select destinations to route the incoming
IPNT calls.

7. The IPNT call-routing system of claim 6 wherein the first processor
communicates with the second processor by TCP/IP protocol.

8. The IPNT call routing system of claim 6 wherein the first processor and
the plurality of computer platforms are connected on a local area network at
the call center.

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~~Call routing~~

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(a) collecting information at an INPT call center regarding operations of the call center;

(b) processing the collected information;

(c) transferring the processed information to a database associated
5 with a routing processor adapted for intercepting and routing incoming calls;

(d) receiving incoming IPNT call at the routing processor;

(e) retrieving the processed information from the database; and

(f) selecting a destination for the call based on the processed
10 information retrieved.

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